

### **Amendments to the Claims**

This listing of claims will replace all prior versions, and listings, of claims in the application:

#### **Listing of Claims:**

- 1 1. (Currently Amended) A method for managing workplace services provided by  
2 specialists to a plurality of users who are members of an organization by means  
3 of a computer system having a memory and connected to a network, the method  
4 comprising:
  - 5 (a) upon a request from the organization, using personnel in a workplace  
6 resources office who are familiar with the workplace services, but are not  
7 the specialists to contact the plurality of users and to obtain background  
8 information for the plurality of users and the organization;
  - 9 (b) creating a database in the computer system memory, the database  
10 containing, for each of the plurality of users, user background information  
11 and user identifying information;
  - 12 (c) connecting the workplace resources office to the computer system and the  
13 database via the network in order to store the background information for  
14 the plurality of users and the organization obtained by the workplace  
15 resources office in the database before a user contacts a specialist;
  - 16 (d) establishing a communication session between one of the plurality of  
17 users and a specialist who is not one of the workplace resources office  
18 personnel in order that the specialist can provide assistance on a specific  
19 workplace issue to that user wherein, during each communication session,  
20 the specialist receives user identifying information from that user, uses the  
21 received identifying information to access and retrieve user background  
22 information for that user from the database via the network, which  
23 information was previously stored in step (c), and uses the background

24 information to provide specific, live assistance to the user concerning the  
25 specific workplace issue; and  
26 (e) storing in the database over the network information concerning each  
27 communication session between that user and the specialist and adding  
28 the stored communication session information to the client background  
29 information for that user.

1 2. (Original) The method of claim 1 wherein the communication session is a  
2 telephone call.

1 3. (Original) The method of claim 1 wherein the communication session is an e-mail  
2 message.

1 4. (Canceled).

1 5. (Canceled)

1 6. (Previously Presented) The method of claim 1 wherein the network is the  
2 Internet.

1 7. (Previously Presented) The method of claim 1 wherein the user identifying  
2 information is a unique personal ID code.

1 8. (Original) The method of claim 7 wherein the workplace resources office assigns  
2 the personal ID code to each of the plurality of users.

1 9. (Currently Amended) The method of claim 1 wherein step (a~~b~~) comprises:  
2 (a~~3~~~~b~~3) establishing a web site connected to the database by the Internet; and  
3 (a~~4~~~~b~~4) using the web site to collect the background information from each of the  
4 plurality of users.

- 1 10. (Original) The method of claim 9 wherein the web site assigns a personal ID  
2 code to each of the plurality of users.
- 1 11. (Currently Amended) The method of claim 1 wherein the specialist is connected  
2 to the database via the Internet and wherein in step (bd) the specialist obtains  
3 the user identifying information verbally from the user, enters the user identifying  
4 information into the database via a web Interface and receives the user  
5 background information via a web browser.
- 1 12. (Currently Amended) The method of claim 1 wherein in step (ee) the specialist  
2 assigns the communication session information to one of a plurality of predefined  
3 categories and the assigned category is stored with the communication session  
4 information and the user background information.
- 1 13. (Currently Amended) The method of claim 12 further comprising:  
2 (ef) performing a query on information in the database, generating a report  
3 from the query and providing the report to the organization.
- 1 14. (Original) The method of claim 13 wherein the query is performed on category  
2 information in the database.
- 1 15. (Currently Amended) The method of claim 1 further comprising:  
2 (eg) using a workplace resources office to generate a templated web site that  
3 is accessible by the plurality of users via the Internet.
- 1 16. (Currently Amended) The method of claim 15 further comprising:  
2 (fh) publishing workplace issue information on the templated web site by  
3 sending the workplace issue information from the database to the  
4 templated web site.

1 17. (Currently Amended) Apparatus for managing workplace services provided by  
2 specialists to a plurality of users who are members of an organization by means  
3 of a computer system having a memory and connected to a network, the  
4 apparatus comprising:

5 upon a request from the organization, a mechanism that uses personnel in  
6 a workplace resources office who are familiar with the workplace services, but  
7 are not the specialists to contact the plurality of users and to obtain background  
8 information for the plurality of users and the organization;

9 a database created in the computer system memory, the database  
10 containing, for each of the plurality of users, user background information and  
11 user identifying information;

12 a mechanism that connects the workplace resources office to the  
13 computer system and the database via the network in order to store the  
14 background information for the plurality of users and the organization obtained by  
15 the workplace resources office in the database before a user contacts a  
16 specialist;

17 a communication mechanism that establishes a communication session  
18 between one of the plurality of users and a specialist who is not one of the  
19 workplace resources office personnel in order that the specialist can provide  
20 assistance on a specific workplace issue to that user wherein, during each  
21 communication session, the specialist receives user identifying information from  
22 that user, uses the received identifying information to access and retrieve client  
23 background information for that user from the database via the network, which  
24 information was previously stored by the mechanism that connects the workplace  
25 resources office to the computer system and the database, and uses the  
26 background information to provide specific, live assistance to the user concerning  
27 the specific workplace issue; and

28 a knowledge management system that, under control of the specialist,  
29 stores in the database over the network information concerning each

30 communication session between that user and the specialist and adds the stored  
31 communication session information to the client background information for that  
32 user.

1 18. (Original) The apparatus of claim 17 wherein the communication session is a  
2 telephone call.

1 19. (Original) The apparatus of claim 17 wherein the communication session is an e-  
2 mail message.

20. (Canceled).

21. (Canceled).

1 22. (Previously Presented) The apparatus of claim 17 wherein the network is the  
2 Internet.

1 23. (Previously Presented) The apparatus of claim 17 wherein the user identifying  
2 information is a unique personal ID code.

1 24. (Original) The apparatus of claim 23 wherein the workplace resources office  
2 assigns the personal ID code to each of the plurality of users.

1 25. (Original) The apparatus of claim 17 further comprising:  
2 a web site connected to the database by the Internet; and  
3 a mechanism that connects each of the plurality of users to the web site in  
4 order to collect the background information from each of the plurality of users.

1 26. (Original) The apparatus of claim 25 wherein the web site assigns a personal ID  
2 code to each of the plurality of users.

- 1 27. (Original) The apparatus of claim 17 further comprising a web interface  
2 connecting the specialist to the database via the Internet so that the specialist  
3 can obtain the user identifying information verbally from the user, enter the user  
4 identifying information into the database via a web interface and receive the user  
5 background information via a web browser.
- 1 28. (Original) The apparatus of claim 17 wherein the specialist uses the knowledge  
2 management system to assign the communication session information to one of  
3 a plurality of predefined categories and to store the assigned category with the  
4 communication session information and the user background information.
- 1 29. (Previously Presented) The apparatus of claim 28 further comprising:  
2 a mechanism that performs a query on information in the database,  
3 generates a report from the query and provides the report to the organization.
- 1 30. (Original) The apparatus of claim 29 wherein the query is performed on category  
2 information in the database.
- 1 31. (Original) The apparatus of claim 17 further comprising:  
2 a publication mechanism that generates a templated web site that is  
3 accessible by the plurality of users via the Internet.
- 1 32. (Original) The apparatus of claim 31 wherein the publication mechanism  
2 publishes workplace issue information on the templated web site by sending the  
3 workplace issue information from the database to the templated web site.
- 1 33. (Currently Amended) A computer program product for managing workplace  
2 services provided by specialists to a plurality of users who are members of an  
3 organization by means of a computer system having a memory and connected to

4 a network, and wherein upon a request from the organization, personnel who are  
5 familiar with the workplace services, but are not the specialists in a workplace  
6 resources office ~~contacts~~ contact the plurality of users to obtain background  
7 information for the plurality of users and the organization, the computer program  
8 product comprising a computer usable medium having computer readable  
9 program code thereon, including:

10 program code for creating a database in the computer system memory,  
11 the database containing, for each of the plurality of users, user background  
12 information and user identifying information;

13 program code for connecting the workplace resources office to the  
14 computer system and the database via the network in order to store the  
15 background information for the plurality of users and the organization obtained by  
16 the workplace resources office in the database before a user contacts a  
17 specialist;

18 program code for establishing a communication session between one of  
19 the plurality of users and a specialist who is not one of the workplace resources  
20 office personnel in order that the specialist can provide assistance on a specific  
21 workplace issue to that user wherein, during each communication session, the  
22 specialist receives user identifying information from that user, uses the received  
23 identifying information to access and retrieve user background information for  
24 that user from the database via the network, which information was previously  
25 stored by the program code for connecting the workplace resources office to the  
26 computer system and the database, and uses the background information to  
27 provide specific, live assistance to the user concerning the specific workplace  
28 issue; and

29 program code storing in the database information concerning each  
30 communication session between a user and the specialist and adding the stored  
31 communication session information to the client background information for the  
32 user.

- 1 34. (Original) The computer program product of claim 33 wherein the communication  
2 session is a telephone call.
- 1 35. (Original) The computer program product of claim 33 wherein the communication  
2 session is an e-mail message.
- 1 36. (Canceled).
- 1 37. (Canceled).
- 1 38. (Previously Presented) The computer program product of claim 33 wherein the  
2 network is the Internet.
- 1 39. (Canceled).
- 1 40. (Previously Presented) The method of claim 1 wherein the workplace resources  
2 office is not part of the organization.
- 1 41. (Previously Presented) The method of claim 1 wherein the specialist is not part of  
2 the organization.
- 1 42. (Previously Presented) The apparatus of claim 17 wherein the workplace  
2 resources office is not part of the organization.
- 1 43. (Previously Presented) The method of claim 17 wherein the specialist is not part  
2 of the organization.
- 1 44. (Previously Presented) The computer program product of claim 33 wherein the  
2 workplace resources office is not part of the organization.



1 45. (Previously Presented) The computer program product of claim 33 wherein the  
2 specialist is not part of the organization.

1 46-47. (Canceled).